

JERICO ANGELO N. MADRIGAL

SMP STUDENT

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SUMMARY

Motivated Service Management Program student with knowledge in business operations, customer service, and technology use. Experienced in school projects and training related to service industries. Strong in teamwork, problem-solving, and time management. Eager to apply skills and contribute to organizational success.

SKILLS

Technology Integration	Problem-Solving	Willingness to Learn & Continuous Improvement
Project Management	Time Management	Documentation & Report Preparation
Team Collaboration	Adaptability	

PROJECTS

Academic Projects – Service Management Program, LSPU - Siniloan Campus Aug 2024 – Present

- **HandyHub** – Developed a booking platform connecting residents with local home service providers, applying customer service principles and digital tools.
- **BNS Assist** – Designed a web-based support system for Barangay Nutrition Scholars, focusing on task scheduling, data management, and communication features.

EDUCATION

Bachelor of Science in Information Technology Major in Service Management Program August 2022 - Present

Laguna State Polytechnic University, Siniloan

Currently pursuing a Bachelor of Science in Information Technology with a specialization in Service Management, gaining in-depth knowledge of IT systems, networking, and customer-focused service delivery. Actively engaged in academic projects and hands-on training that strengthen both technical expertise and problem-solving skills.

ADDITIONAL INFORMATION

- **Languages:** English & Tagalog.
- **Certifications:**
 - Certified Critical Career Skills - Professional Communication
 - CALABARZON Cyber Talks: "Kamusta ang Data Privacy Mo?" – DICT Region IV-A Cybersecurity, May 30, 2024
 - Information Session on Data Privacy Awareness - DICT Region 11 Davao Oriental, May 7, 2025
 - "Vigilance on Digital Realm: Strategies for Cybersecurity Intelligence" - DICT Palawan, May 23, 2024
 - CyberTalks: Importance of Threat Intelligence - DICT Region IV-A Cybersecurity Bureau, May 11, 2023
- **Awards/Activities:**
 - Dean's Lister (2022-2024) – Academic Excellence
 - Champion - Crimp-a-thon(2024) - Department Competition